

**MIS-On-Call, Inc.**  
**P.O. Box 5746**  
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December 21, 2001

Attorney General John Ashcroft  
US Department of Justice  
950 Pennsylvania Avenue, NW  
Washington, DC 20530

Dear Mr. Ashcroft:

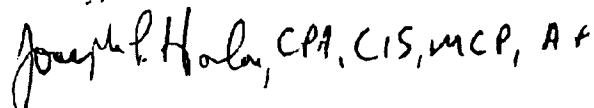
Since 1982 I have used computer software regularly for work, school, and personal reasons. During this time I witnessed most major changes in software products by Microsoft, IBM, Lotus, and Corel. In an effort to address my needs for the best product over a period of ten years, I had switched back and forth from one company's product to another company's product. Around 1992 I had settled in with most of Microsoft's product lines and have used them continuously ever since. My reason for choosing Microsoft's product is truly because Microsoft's products offer what I need and in most cases more than what I could ever use. With this in mind I know Microsoft has invested and added value in their products beyond what consumers could have received from Microsoft's competitors.

I have very quickly concluded that this lawsuit against Microsoft by our government has been a great injustice. Since the great industrial revolution period there were various other such antitrust actions that have occurred throughout the years, and this is a prime example of creating a public crisis out of good. I know our nation must balance economic concerns with social concerns and I believe Microsoft understands these concerns and know their value as well.

I am relieved to see that the government and Microsoft have agreed to a settlement of this suit. The settlement appears fair, I suppose, from the government's standpoint. I am hoping that this period of public comment will sustain the settlement so that we can put this entire unfortunate business behind us.

Throughout this entire process, I am at least appreciative of the current leadership at the Department of Justice that has seen fit to settle this thing. I am certainly hopeful that no further federal action will be taken.

Sincerely,

A handwritten signature in black ink that reads "Joseph Hanlon, CPA, CIS, MCP, A+". The signature is written in a cursive, flowing style.

Joseph Hanlon, CPA, CIS, MCP, A+  
President and Chief Executive Officer